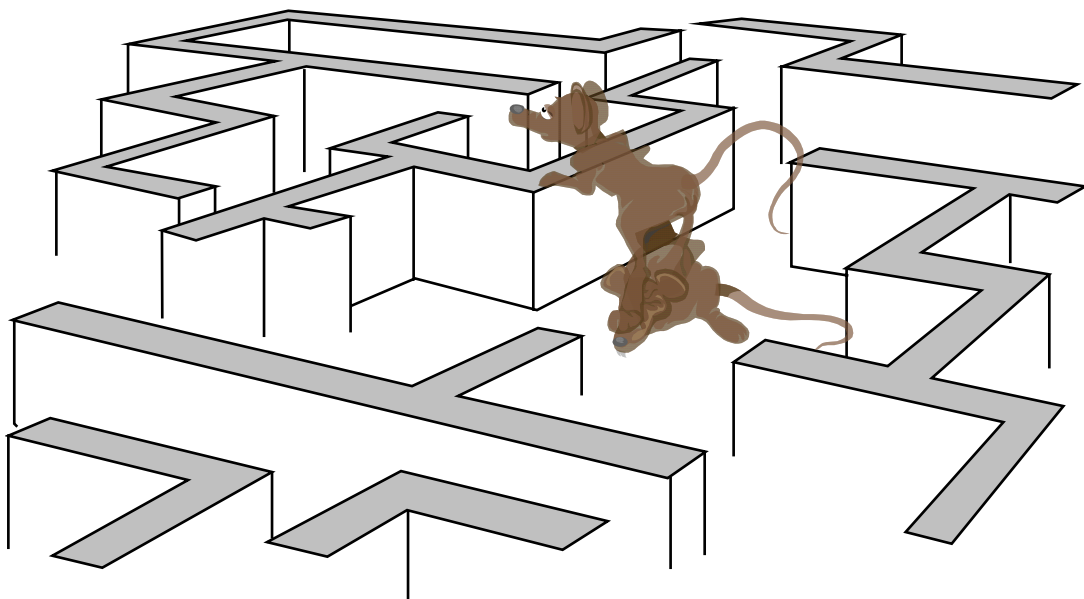


WORKFORCE INVESTMENT ACT
TITLE I-B YOUTH PROGRAM
INDICATORS OF PERFORMANCE
TECHNICAL ASSISTANCE GUIDE



DEVELOPED BY:
State of Wisconsin
Division of Workforce Solutions
Bureau of Workforce Programs
Workforce Policy Development Section
Program and Policy Development Unit

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Workforce Investment Act Title I-B Youth Program Performance Measures Technical Assistance Guide

TWO SETS OF PERFORMANCE MEASURES

Younger Youth (14 - 18) – Individuals under age 19 at registration who receive youth services funded by WIA youth program funds.

Younger Youth Performance Measures are:

1. Skill Attainment Rate,
2. Diploma Attainment Rate, and
3. Placement and Retention Rate.

Older Youth (19 – 21) – Individuals age 19 – 21 at registration who received youth activities funded by WIA youth program funds.

Older Youth Performance Measures are:

1. Entered Employment Rate,
2. Employment Retention Rate,
3. 6 Months Earnings Gain, and
4. Credential Attainment Rate.

NOTE: Classification as a younger or older youth is determined at registration and does not change regardless of the individual's age at exit.

Negotiated Levels of Performance

The Department of Workforce Development (DWD) successfully completed its PY03-04 Performance Negotiations with the United States Department of Labor (US DOL) in June 2003. The state's negotiated levels for each of the youth performance measures are in the table below.

WIA Requirement At Section 136 (B)	DOL GPRA	DWD Performance Goals	
		PY03	PY04
Youth Aged 19-21:			
Entered Employment Rate	65%	63%	65%
6-Months Employment Retention Rate	78%	79%	80%
6-Months Earnings Gain		\$2,900	\$3,000
Credential Attainment Rate		54%	55%

	DOL GPRA	PY03	PY04
Youth Aged 14-18:			
Skill Attainment Rate		70%	72%
Diploma Attainment Rate	52%	58%	59%
Placement and Retention Rate		55%	58%

Common Exclusions from Performance Measures

Participants who exit from services because they are incarcerated; institutionalized; deceased; have a health/medical condition that prevents them from participating in services; or are military reservists called to active duty and choose not to return to WIA, are excluded from the measures. Because this exclusion applies to every measure it is not repeated for each measure. To date, the Division of Workforce Solutions (DWS) has not received confirmation from DOL that this exclusion can be expanded to exiters who fall into any of these categories during the first quarter after exit.

Report this information as follows:

1. Manage Program Exits
2. Enter Exit Date
3. Select the appropriate item under Title 1 – Exit Reasons other than completion

Supplemental Data Sources

UI Wage Records are the source of pre- and post- program employment data used to determine performance. DWD also uses the Wage Record Interchange System (WRIS) to check other states' UI records for earnings. WIA allows for the use of supplemental data sources to report earnings derived from self-employment, military service, farming and other employment situations not captured in the UI wage record system. DWS has proposed a policy and process for collecting this data and using it to compute the performance measures. Our goal is to implement a reporting process in ASSET in PY04. To the extent possible, this data will be incorporated into the PY03 performance results, through a non-automated data collection and reporting process.

There are indications that the US DOL's position regarding the use of supplemental data sources for employment and earnings information may change under WIA reauthorization. Once the details are known, DWS will modify its policies and procedures accordingly.

Policy References

US DOL TEGL 3-99: Program Guidance for Implementation of Comprehensive Youth Services Under the Workforce Investment Act During the Summer of 2000.

US DOL TEGL 7-99: Core and Customer Satisfaction Performance Measures for the Workforce Investment System. Published March 3, 2000.

US DOL TEGL 18-00: Program Guidance for Implementation of Comprehensive Youth Services under the Workforce Investment Act.

US DOL TEGL 12-01: Clarification on Selected Activities and Issues under the Workforce Investment Act.

US DOL TEGL 28-01: Program Guidance for Implementation of Comprehensive Youth Services under the Workforce Investment Act of 1998.

US DOL TEGL 14-03: Performance Reporting Submission Procedures for the Workforce Investment Act Standardized Record Data (WIASRD) and the Annual Report under Title 1B of the Workforce Investment Act (WIA), Table A.

WIA Title 1 Performance Measure Map:

http://www.dwd.state.wi.us/dws/staff/technical_assistance/technical_assistance_guides.htm

Enhancing Performance for Older & Younger Youth (*This material was produced by SPRA for the Performance Enhancement Conference in March, 2004.*):

http://www.dwd.state.wi.us/dwdwia/wia/wia_questions_answers.htm

Younger Youth (14 – 18)

1. Skill Attainment Rate

What is this Measure?

The total number of skill goals attained divided by the total number of skill goals that are set during the report period.

What is Included in this Measure?

A maximum of three skill attainment goals **per participant** are reported in this measure each program year.

What is Excluded from this Measure?

- Skill goals that are not identified as performance-related goals.
- Skill goals in excess of the three goal per participant maximum, even if marked as performance-related goals.
- Skill goals for younger youth who exit for one of the common exclusions listed on page 3, if the participant exits prior to the one year anniversary date for the goal(s).

What Definitions Apply to this Measure?

Basic literacy skills deficient - the individual computes or solves problems, reads, writes, or speaks English at or below the 8th grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society. In addition, States and locals have the option of establishing their own definition, which must include the above language. In cases where States and/or locals establish such a definition, that definition will be used for basic literacy skills determination.

Basic skills goal - measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

Occupational skills goal - primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

Work readiness skills goal - work readiness skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

When is this Measured?

The Skill Attainment Rate is measured **DURING** program participation. There are three ways younger youth skill attainment goals go into the denominator:

1. One year elapses from the goal set date and the goal was not attained – at the one year mark the goal goes into the denominator;
2. The youth exits prior to the one year anniversary date of when the goal was set without attaining the goal - the goal goes into the denominator on the exit date; or
3. The youth attains the goal prior to one (1) year from the set date - the goal goes into the denominator and the numerator on the day the goal was attained.

What Needs to be Reported in ASSET?

The first skill attainment goal must be set on the registration date. Other goals may be set at this time or they may be set at a later date. If more than three goals are set, the three earliest goals, determined by the date set will be counted and reported in the measure. Each goal has its own anniversary date, which is one year after the set date. New skill attainment goals may be set even if all previously set goals have not been attained.

Step One (Setting a goal):

1. Manage Employability Plan
2. Add skill attainment
3. Identify goal type and the specific goal
4. Mark as performance related goal, **only** if it is to be counted for performance. This field cannot be edited once the entered information is saved. **Note:** *If no goals are marked as performance related, the participant will be excluded from the denominator, regardless of goal attainment status.*
5. Enter the goal attainment status
6. Enter the goal set date
7. Enter the planned attainment date

Step Two (Reporting a goal attainment):

1. Manage Employability Plan
2. Select the appropriate goal
3. Change the goal attainment status
4. Enter the actual date of attainment

2. Diploma Attainment Rate

What is this Measure?

The number of younger youth who attained a secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter.

Who is Included in this Measure?

- Individuals who exit the WIA youth program, **and**
Did not have a high school diploma or its equivalent at registration, **and**
who are not in high school at the time of exit.

Who is Excluded from this Measure?

- Individuals who had a high school diploma or equivalent at registration.
- Individuals who remain in secondary school at exit.
- Younger youth who exit for one of the common exclusions listed on page 3.

What Definitions Apply to this Measure?

High School Diploma Equivalent - a GED or high school equivalency diploma recognized by the State of Wisconsin.

When is this Measured?

This is an EXIT measure. It is measured in the first quarter after exit. For example, if a participant exits any time from July 1 – September 30, the first quarter after exit is October 1 – December 31.

What Needs to be Reported in ASSET?

Step One (at program area registration):

1. Manage Programs, General Program Summary
2. Identify highest school grade completed at time of registration
3. Identify education status

Step Two (at exit):

1. Manage Program Exits
2. Enter exit date
3. Check appropriate box for Attending High School at Exit
4. Enter exit reason, if other than completion

Step Three (at follow up):

1. Manage Follow Ups, Add Follow Up Credential
2. Select appropriate program
3. Identify type of diploma (excludes Skills certificate and occupational skills license)
4. Enter diploma (credential) attainment date

3. Younger Youth Placement and Retention Rate

What is this Measure?

The number of younger youth who, in the third quarter after exit, are in post secondary education, advanced training, employment, military service or qualified apprenticeships divided by the number of younger youth who exit during the quarter.

Who is Included in this Measure?

- Individuals who exit the WIA youth program, **and**
Do not remain in secondary school at exit.
- Individuals found in one of the applicable placement categories in the third quarter after exit.

Who is Excluded from this Measure?

- Youth who remain in secondary school at exit.
- Youth who exit for one of the common exclusions listed on page 3.

What Definitions Apply to this Measure?

Post-Secondary Education - a program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Advanced Training - an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. Includes only training outside of the One-Stop, WIA and partner, system (i.e., training following exit).

Military service - reporting for active duty.

Qualified apprenticeship - a program approved and recorded by the ETA/Bureau of Apprenticeship and Training (BAT) or by a recognized State Apprenticeship Agency (State Apprenticeship Council). Approval is by certified registration or other appropriate written credential.

When is this Measured?

This is an EXIT measure. It is measured in the third quarter after exit. For example, if the participant exits any time from July 1 – September 30, the third quarter after exit will be April 1 – June 30 of the following year.

What Needs to be Reported in ASSET?

Step One (first quarter after exit follow up):

1. Manage Follow Ups, Add Follow Up Status
2. Select First Quarter Tab
3. Identify younger youth placement, if known

Step Two (third quarter after exit follow up):

1. Manage Follow Ups, Add Follow Up Status

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2. Select Third Quarter Tab
3. Identify younger youth placement, if known

Note: Case managers sometimes lose contact with participants after exit and may be unable to determine the youth's status in the third quarter after exit. If a younger youth has reported earnings in the UI Wage Record, that youth will be added to the numerator, since evidence of earnings confirms employment, which is a positive outcome.

Effective July 1, 2004, acceptable supplemental wage data sources will also be used. If a participant's employment status is confirmed through supplemental wage data, that individual will be included in the performance measure.

Older Youth (Age 19-21) Performance Measures

1. Entered Employment Rate

What is this Measure?

The number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

Who is Included in this Measure?

- Individuals who are employed in the first quarter after exit
- Individuals who are not employed, **and**
Are not in post-secondary education or advanced training in the first quarter after exit.

Who is Excluded from this Measure?

- Individuals who are employed at registration
- Older youth who exit for one of the common exclusions listed on page 3.
- Individuals who are not employed, **and**
Are in post-secondary education or advanced training in the first quarter after exit

What Definitions Apply to this Measure?

Employed at Registration - An individual employed at registration is one who, during the 7 consecutive days prior to registration, did any work at all as a paid employee, in his or her own business, profession or farm, worked 15 hours or more as an unpaid worker in an enterprise operated by a member of the family, or is one who was not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time-off, and whether or not seeking another job.

Post-Secondary Education - a program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Advanced Training - an occupational skills employment/training program outside of the One-Stop, WIA and partner system, which does not duplicate training received under Title I.

When is this Measured?

This is an EXIT measure. It is measured in the first quarter after exit. For example, if a participant exits any time from July 1 – September 30, the first quarter after exit is October 1 – December 31.

What Needs to be Reported in ASSET?

1. Manage Program Exits
2. Enter Exit date
3. Enter Title 1 exit reason, if applicable

Note: Employment in the first quarter after exit does not have to be with the same employer. The individual is considered employed if UI wage records for the report period show earnings greater than zero. Employment confirmation is obtained through the UI Wage record cross match.

Effective July 1, 2004, acceptable supplemental wage data sources will also be used. If a participant's employment status is confirmed through supplemental wage data, that individual will be included in the performance measure.

2. Employment Retention Rate

What is this Measure?

The number of older youth who were employed in the first quarter after exit and are employed in third quarter after exit divided by the number of older youth who exit during the quarter.

Who is Included in this Measure?

- All individuals who are employed in the first quarter after exit

Who is Excluded from this Measure?

- Older youth who exit for one of the common exclusions listed on page 3.
- Youth who were employed in the first quarter, **and**
Are not employed in the third quarter after exit, **and**
Are in post-secondary education or advanced training in the third quarter after exit

What Definitions Apply to this Measure?

Post-Secondary Education - a program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Advanced Training - an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. Includes only training outside of the One-Stop, WIA and partner, system (i.e., training following exit).

When is this Measured?

This is an EXIT measure. It is measured in the third quarter after exit. For example, if the participant exits any time from July 1 – September 30, the third quarter after exit will be April 1 – June 30 of the following year.

What Needs to be Reported in ASSET?

Step One (first quarter after exit follow up):

1. Manage Follow Ups, Add Follow Up Status
2. Select First Quarter Tab
3. Identify older youth placement, if known

Step Two (third quarter after exit follow up):

1. Manage Follow Ups, Add Follow Up Status
2. Select Third Quarter Tab
3. Identify older youth placement, if known

Note: Case managers sometimes lose contact with participants after exit and may be unable to determine the youth's status in the third quarter after exit. If a younger youth has reported earnings in the UI Wage Record, that youth will be added to the numerator, since evidence of earnings confirms employment, which is a positive outcome.

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Effective July 1, 2004, acceptable supplemental wage data sources will also be used. If a participant's employment status is confirmed through supplemental wage data, that individual will be included in this performance measure.

3. 6 Months Earnings Change

What is this Measure?

The total post-program earnings (second and third quarters after exit) minus pre-program earnings (second and third quarters prior to registration) divided by the number of older youth who exit during the quarter.

Who is Included in this Measure?

- Individuals who are employed in the first quarter after exit.

Who is excluded from this measure?

- Older youth who exit for one of the common exclusions listed on page 3.
- Individuals who are not employed in the first quarter after exit.

What definitions apply to this measure?

Pre-program Earnings – The total earnings from all employment for the second and third quarters prior to program registration.

Post-program Earnings – The total earnings from all employment for the second and third quarters after exit.

When is this measured?

This is an EXIT measure. It is measured in the second and third quarters after exit and the second and third quarters prior to registration. The second and third quarters prior to registration are used because trends show that many participants experience intermittent or "stop-gap" employment immediately prior to registration.

What needs to be reported in ASSET?

1. Manage Program Exits
2. Enter Exit date
3. Enter Title 1 exit reason if applicable

Note: Employment in the first and third quarters following exit does not have to be with the same employer. The individual is considered employed if UI wage records for the report period show earnings greater than zero. Employment confirmation is obtained through the UI Wage record cross match.

Effective July 1, 2004, acceptable supplemental wage data sources will also be used. If a participant's employment status is confirmed through supplemental wage data, that individual will be excluded from this performance measure.

4. Credential Attainment Rate

What is this Measure?

The number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

Who is Included in this Measure?

- All exited older youth are reported.

Who is excluded from this measure?

- Individuals who exit for one of the common exclusions listed on Page 3.

What definitions apply to this measure?

Credential - nationally recognized degree or certificate or State/locally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. States should include all State Education Agency recognized credentials. In addition, States should work with local Workforce Investment Boards to encourage certificates to recognize successful completion of the training services listed above that are designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment.

Post-Secondary Education - a program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Advanced Training - an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. Includes only training outside of the One-Stop, WIA and partner, system (i.e., training following exit).

When is this measured?

This is an EXIT measure that has two components. In the first quarter after exit, entry into employment, post-secondary education, or advanced training is measured. In the third quarter after exit, credential attainment is measured. For example, if the youth exits any time from July 1 – September 30, the first quarter after exit is October 1 – December 31; and the third quarter after exit is April 1 – June 30 of the following year.

What needs to be reported in ASSET?

A training activity is not required to report and receive credit for an older youth credential attainment.

Step One:

1. Manage Program Exits
2. Enter Exit date
3. Enter Title 1 exit reason

Step Two:

1. Manage Follow Ups
2. Add Follow Up Credential (*Credentials can be reported while a person is still participating in services and up to three quarters following exit.*)
3. Select type of credential attained
4. Enter date credential was attained

Note: The ASSET system is used by a number of programs besides WIA Title 1 for participant reporting. Credentials should always be reported, whether or not they will affect the WIA Title 1 performance measures.

Effective July 1, 2004, acceptable supplemental wage data sources will also be used. If a participant's employment status is confirmed through supplemental wage data, that individual will be included in this performance measure.